

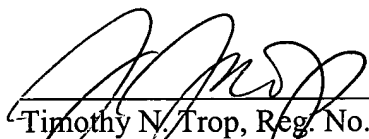
REMARKS

The office action contends that the Erickson article teaches controlling the ability of the customer to add software or hardware to a processor-based system used by the customer to access Internet services. However, nothing in the article is cited in support thereof. It is respectfully submitted that nothing is cited because there is no support within the article for the proposition asserted only in the office action. The Examiner is specifically called upon to cite the specific language within the article which teaches this. It is noted that the discussion within the article of configuring the desktop application and preventing the user from getting to email or Internet without using the desktop program does not teach controlling the ability to add or remove software. It has nothing to do with adding or removing software. It is respectfully submitted that there is nothing in the article to support the rejection and, therefore, the rejection fails to set forth a *prima facie* rejection.

Moreover, to the extent that the Examiner is relying on well known art, the Examiner is specifically called upon to cite a reference in support thereof.

Respectfully submitted,

Date: December 1, 2003



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